Cruzer Enterprise

Troubleshooting FAQ

Revision 1.0

Document No.TSG-CRE-0507-10

May 2007

SanDisk Corporation

Corporate Headquarters • 601 McCarthy Blvd. • Milpitas, CA 95035

Phone (408) 801-1000 • Fax (408) 801-8657

www.sandisk.com

Table of Contents

1.   Starting the Cruzer Enterprise

Q: WHY DIDN'T MY CRUZER ENTERPRISE DRIVE START WHEN I INSERTED IT?

A: **Is this the first time you have used your Cruzer Enterprise drive with this specific computer?**

Microsoft Windows new hardware setup occasionally does not start the autorun code on a removable drive. If this happens, the Cruzer Enterprise launcher partition of your Cruzer Enterprise drive can be seen in Windows but the password prompt is not displayed, and the Cruzer Enterprise partition is not available.

To solve this, restart the computer and reinsert your Cruzer Enterprise drive or manually launch the Cruzer Enterprise drive software. The Cruzer Enterprise drive software launcher is located on the Cruzer Enterprise Launcher drive, and is called **Enterprise _Launcher.exe**.

Have you used your Cruzer Enterprise drive on this specific computer before?

If you have used your Cruzer Enterprise drive on this computer, but have since added new network drive mapping, Windows may not allow access to your Cruzer Enterprise drive. Windows stores the last drive mapping data for removable drives, but also allows adding a network drive mapped to the same drive letter while the removable drive is inserted into the computer. When this happens, Windows allocates the same drive letter for both the removable drive and the network drive when your Cruzer Enterprise drive is inserted.

This can be confirmed using the Computer Management tool, located in Control Panel>Administrative Tools. Select Computer Management>Disk Management to display the local disks and their drive letter mapping data. If you can see the Cruzer Enterprise Launcher and Cruzer Enterprise drive disk partitions, but the Cruzer Enterprise Launcher has the same drive letter as a network drive, then this is the problem. To resolve this, change either the network or the Cruzer Enterprise Launcher drive letter.

To change the network drive letter, disconnect the mapped network drive and map it to an available drive letter that is not being used by your Cruzer Enterprise drive.

To change the Cruzer Enterprise drive Launcher drive letter, right-click the Cruzer Enterprise drive Launcher drive in either the top or bottom right pane of the Computer Management tool. Select the "Change Drive Letter and Paths…" option. In the window that is displayed showing the drive letter for the Cruzer Enterprise drive Launcher, click **Change**. Another window is displayed where you can set the removable drive letter to any letter, even one that is already mapped to a network drive. Map the Cruzer Enterprise drive Launcher to an unused drive letter. After the drive letter has been changed, remove and reinsert your Cruzer Enterprise drive.

Q: **I INSERTED MY CRUZER ENTERPRISE DRIVE INTO MY CORPORATE MACHINE AND NOTHING HAPPENED. IS THERE A SECURITY POLICY THAT PROHIBITS THE CHANGE OF REGISTRY KEYS?**

A: When the Cruzer Enterprise does not launch because of a security policy that prohibits registry changes, registry keys should be modified to full control. For more information about modifying registry keys, see the *Cruzer Enterprise Registry Key Reference Guide*.

Q: **I GOT THE MESSAGE "CAN'T LOCATE CONFIGURATION DATA" WHEN I INSERTED MY CRUZER ENTERPRISE DRIVE. WHAT SHOULD I DO?**

A: When working with an account that does not have Administrator privileges, occasionally your Cruzer Enterprise will not respond quickly enough to requests for the configuration data. This can be resolved by removing and reinserting your Cruzer Enterprise drive.

Q: **WHY DO I GET A WINDOWS ERROR MESSAGE WHEN I INSERTED MY CRUZER ENTERPRISE DRIVE?**

A: This may occur when you insert your Cruzer Enterprise drive in a computer running Windows 2000 SP3 or earlier and logged into a Guest account. Cruzer Enterprise drive is not supported on Windows 2000 SP3 or earlier.

2.   Passwords

Q: WHAT ARE 'SPECIAL' CHARACTERS?

A: A special character is any character that is not a letter or digit, for
        example, '@' or '#'. These characters may be used in passwords to
        make them more complex and help prevent password hacking.

**Q: WHEN I TRIED TO TYPE A NEW PASSWORD, I GOT AN INVALID PASSWORD
        MESSAGE. WHAT DOES THIS MEAN?**

A: Cruzer Enterprise uses a complex password algorithm. Passwords
        must be a minimum of 4 characters and must contain at least
        three of the four character types – uppercase letters, lowercase
        letters, numbers, and special characters. Examples of valid
        passwords are ABC123def, ABC@#123, def^&*111, and
        123()QQQ.

**Q: I TYPED A PASSWORD HINT AND GOT A MESSAGE THAT THE PASSWORD HINT
        IS TOO SIMILAR TO MY PASSWORD. WHY?**

A: The password hint is verified that it is not similar to the password
        you have entered. There are two types of password matching
        algorithms – Exact and Similar. The Exact algorithm checks that
        the exact text of the password does not appear in the password
        hint. The similar algorithm checks that at least 40% of the
        password cannot appear in the password. In both algorithms,
        reverse passwords are not permitted. By default, Cruzer Enterprise
        uses the Exact password matching algorithm but can be modified
        using the Cruzer Enterprise Updater procedure.

3. Internationalization

Q: WHY DOES SOME OF THE TEXT STILL APPEAR IN ENGLISH AFTER I CHANGED MY LANGUAGE SETTINGS?

A: Some of the Cruzer Enterprise drive strings have not yet been translated. For completeness, these strings will continue to be displayed in English until correct translations are available.

Q: I PLUGGED IN MY CRUZER ENTERPRISE DRIVE AND I GOT A MESSAGE IN ENGLISH, BUT MY SELECTED LANGUAGE FOR CRUZER ENTERPRISE DRIVE IS NOT ENGLISH. WHY DID THIS HAPPEN?

A: If you are using your Cruzer Enterprise drive with an account that does not have administrative privileges, you may receive the message "Your Cruzer Enterprise drive could not start." This message is always displayed in English, because it is generated before the Cruzer Enterprise drive software can read the language selection settings on your Cruzer Enterprise drive.

4. Cruzer Enterprise Shutdown

Q: **WHY CAN I STILL SEE THE CRUZER ENTERPRISE DRIVE IN WINDOWS EXPLORER WHEN I GET A MESSAGE THAT MY CRUZER ENTERPRISE DRIVE HAS SUCCESSFULLY SHUT DOWN?**

A: Cruzer Enterprise was able to shut down but Windows did not eject the drives. Click the Windows **Safely Remove Hardware** taskbar icon to eject your Cruzer Enterprise drive.

Q: **WHY DOES IT SOMETIIMES TAKE A LONG TIME TO SHUT DOWN THE CRUZER ENTERPRISE DRIVE ON COMPUTERS RUNNING WINDOWS 2000? IS THIS NORMAL?**

A: Occasionally you may find that shutting down your Cruzer Enterprise drive when used with a computer running Windows 2000 takes 30 to 40 seconds. This is normal and should not be cause for concern.

4.1 Guest Accounts

Q: **WHY CAN I NOT SIGN ON WITH A GUEST ACCOUNT ON A COMPUTER RUNNING WINDOWS 2000?**

A: If you insert your Cruzer Enterprise drive for the first time on a computer running Windows 2000 using an account with Guest privileges, a Windows message is generated that states "You do not have sufficient privileges to install devices on this computer." The only workaround for this Windows limitation is to log in with an account that has greater privileges.

After your Cruzer Enterprise drive has been installed on a computer running Windows 2000, it can be used with a Guest account.

Q: **WHAT HAPPENS WHEN I USE A CRUZER ENTERPRISE DRIVE FOR THE FIRST TIME WITH A WINDOWS XP GUEST ACCOUNT?**

A: When your first use of Cruzer Enterprise is with a Guest account on a computer running Windows XP, your Cruzer Enterprise drive will shut down after the initialization wizard completes its process. You will be able to select a language, enter your password, hint, and contact information. All the information entered will be stored and you will not need to re-enter it.

This only occurs the first time you use your Cruzer Enterprise drive. When you remove your Cruzer Enterprise drive and reinsert it, you are prompted for your password and the Cruzer Enterprise functions normally.

Q: WHY DIDN'T CRUZER ENTERPRISE STORE MY SETTING CHANGES WHEN I MODIFIED THEM USING A GUEST ACCOUNT?

A: Cruzer Enterprise does not permit changing device settings using a Guest account. Log out of the Guest account and log in with an account with higher privileges before changing the Cruzer Enterprise drive settings.

4.2 Help and Support

Q: CAN I USE CRUZER ENTERPRISE ON A COMPUTER RUNNING WINDOWS 2000 SP3 OR EARLIER?

A: Cruzer Enterprise does not support Windows 2000 SP3 or earlier. The Cruzer Enterprise drive supports Windows 2000 SP4, Windows XP Professional and Home Edition, and Windows Vista.

Q: I AM EXPERIENCING PROBLEMS WITH MY CRUZER ENTERPRISE THAT IS NOT INCLUDED IN THIS TROUBLESHOOTING GUIDE. IS THERE CUSTOMER SUPPORT FOR THE CRUZER ENTERPRISE?

A: You can receive customer support by clicking or typing the following link on your Internet Web browser.

www.sandisk.com/cesupport

Revision History
May 2007   Revision 1.0—initial release